



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986

Press Release

March 30, 2004

FOR IMMEDIATE RELEASE CONTACT: Jill Miles
1-800-368-8808 or
304-558-8986

**ATTORNEY GENERAL DARRELL MCGRAW SUES
BARBOURSVILLE COMPANY, COUNTERTOPS PLUS, FOR
DEFAUDING WEST VIRGINIANS OF THOUSANDS OF DOLLARS**

Attorney General McGraw filed a lawsuit today in the Circuit Court of Kanawha County against Countertops Plus, a Barboursville company that sells and installs countertops and cabinets. The owners of Countertops Plus, Chris and Cari Long, took deposits from consumers for custom countertops and cabinets and did not deliver the consumers' merchandise. When consumers requested refunds of their deposits, the Longs refused to refund consumers' money.

Attorney General McGraw began investigating Countertops Plus after receiving numerous complaints from consumers in Cabell, Lincoln, and Putnam counties. The business refused to resolve the consumers' complaints after being contacted by the Attorney General's Consumer Protection Division. When businesses refuse to respond to our attempts to mediate consumers' complaints, my office has no other choice but to file a lawsuit to get consumers' money back, said Attorney General McGraw.

The Attorney General's lawsuit alleges two violations of the West Virginia Consumer Credit and Protection Act and asks the Court to order the Longs to refund consumers' deposits and assess a \$5000 civil penalty for each violation of the Act. Attorney General McGraw advises consumers who have paid Countertops Plus for merchandise they have not received to file a complaint with his Consumer Protection Division by calling 1-800-368-8808.

###